

## **POSITION SUMMARY:**

Under general supervision, this position is responsible for enforcement of food safety laws, administrative codes, regulations and standards governing the production, processing, storage, transportation and sale of food and dairy products under authority of Wisconsin Statutes. The impact of work pertains to overall food safety and food-related consumer protection by assuring safe and wholesome food for human consumption; and to ensure that Wisconsin's Grade A milk supply continues to meet the requirements of the Pasteurized Milk Ordinance (PMO) and the Interstate Milk Shippers. Work includes the on-site evaluation and documentation of sanitary conditions and durability of facilities, equipment, and/or product such as:

Food businesses include: milk distributors, wholesale food processing plants, food warehouses and retail food establishments, including mobile food establishments, and food service (restaurant) activities exempted from licensing by the Department of Health and Family Services (DHFS).

Dairy businesses include: Grade A and B dairy plants and farms, bulk milk tankers, and bulk milk weigher and samplers.

Employee is responsible for the application of safe food handling and storage practices at a variety of businesses, providing technical consultation and educational services to industry representatives, business owners or staff, etc. Based upon inspection and evaluation findings of facilities, equipment, product samples, etc., staff are responsible for preparing reports and, where appropriate, taking or recommending enforcement action; this includes the ability to issue, deny, or suspend licenses following inspection and evaluation activities.

Employee investigates consumer complaints, food emergencies, and food borne illness outbreaks. When food emergencies or foodborne illness outbreaks occur, food safety activities shift from being preventive to responsive. Actions must be appropriate, correct and as quick as possible using available information and consultative resources.

### Goals and Worker Activities:

#### **45%    Goal A:    Perform evaluation and documentation activities related to food processing systems and the knowledge and application of safe food handling practices at food processing plants, retail food facilities and food storage facilities.**

- A.1    Conduct pre-licensing consultations, to include facility and equipment reviews, product and process reviews and analyses, and risk assessments, to make determinations and recommendations on establishments ability and readiness to process food products in a safe manner.
- A.2    Issue, deny or suspend licenses for food establishments. This includes temporary, conditional and full-status licenses.
- A.3    Review, Verify, Evaluate and document HACCP prerequisites including: physical facilities, equipment sanitation, equipment construction and design, pest control, personnel hygiene and practices, ingredients water supply systems.
- A.4    Assist in the review and evaluation of HACCP plans for complex food processing operations for proper identification and verification of Critical Food Safety Control points.
- A.5    Assist in conducting specialized mandated Haccp inspections involving Seafood, Juice, and Shellfish to be in conformance with the Federal Manufactured Food Regulatory Program Standards and FDA regulations.
- A.6    Examine, evaluate and document critical food safety control records including thermal processing records and aseptic process records, pH and water activity testing records, retort process records in canning factories, smoked fish process records and vacuum packaging records as they relate to safe food production.
- A.7    Review, evaluate, verify and document other production records which contain food safety components such as Good Manufacturing Practices (GMP's) which include personal hygiene, water safety, employee training; Sanitation Standard Operating Procedures (SSOP's) which include written cleaning procedures, cleaning chemical usages, cleaning program efficacy; extended production runs and Clean In Place (CIP) or other equipment cleaning system records.

- A.8 Conduct reviews of and evaluates food production facilities' recall plans. Participate in mock recall exercises and conduct efficacy checks in collaboration with industry.
- A.9 Conduct reviews of and evaluates municipal water supply safety, well water supply safety, cross connection issues, and backflow/back siphon protection of water supply systems.
- A.10 Assist in the review, evaluation and collection of food product labels to assure compliance with Federal (including, but not limited to NLEA) and State labeling requirements with special attention to properly identifying and declaration of allergens.
- A.11 Prepare legible reports and communicate findings to customers in a timely, tactful and responsive manner using current technology (e.g., computer generated reports, electronic scheduling, e-mail, electronic file transfer, computerized record keeping, etc.)

**25%    Goal B:    Responsible for recommending or taking enforcement action where appropriate following facility, equipment, and/or product evaluation.**

- B.1 Acquire, properly identify, pack and ship ingredient, finished product, water supply, environmental and related samples for laboratory analysis. Ensure chain of custody is maintained for samples through proper documentation, shipment and delivery. These include routinely scheduled surveillance, inspection related, follow-up, mandated Grade A product sampling, and Federal contract samples.
- B.2 Secure evidence and maintain custody and control of that evidence, of statute and code violations including specimens, photographs and written documentation that includes copies of all records relevant to a food production facilities operation and/or a dairy or milk production facility operation.
- B.3 Take appropriate on-site enforcement action when violations are identified. This includes: chargeable reinspections, issuance of holding orders and disposal agreements, notice of intent to suspend Grade A dairy farm permit, dairy farm license and the authority to issue Grade A dairy farm permit suspensions and disposal of milk.
- B.4 Recommend appropriate progressive enforcement action through supervisory channels to gain compliance. This includes: warning letters, administrative conferences, administrative complaints and civil or criminal charges.
- B.5 In consultation with others, recommend summary license suspensions when imminent health issues are observed.
- B.6 Testify as a fact witness during court proceedings.
- B.7 Evaluate distressed food products at retailers, manufacturers and warehouses including salvage operations to assure food is safe and correctly labeled. (Distressed food includes food damaged in handling or by exposure to flood or fire conditions, which present a serious public health risk.).
- B.8 Participate in State-Federal partnerships and contracts as assigned. This may include inspection, sampling, report writing, training, etc.
- B.9 Evaluate personal environmental health and safety risks in the workplace.

**5%    Goal C:    Perform evaluation and documentation activities related to sanitary conditions, cleanability and durability of dairy processing facilities and equipment; this includes the knowledge and application of safe food handling practices at dairy plants and raw milk production operations, processing, storage, transportation and sale facilities.**

- C.1 Conduct pre-licensing consultations, to include facility and equipment reviews, product and process reviews and analyses, and risk assessments, to make determinations and recommendations on establishments ability and readiness to process dairy products in a safe manner; work with dairy plant field representatives to coordinate pre-licensing visits and consultations on large or complex dairy farm operations.
- C.2 Make determinations as to the Issuance of, denial of, or suspension of licenses and Grade A permits to dairy farms and recommend licenses for other dairy establishments. This includes issuance of temporary, conditional and full-status licenses as well as suspension of Grade A permits.

- C.3 Review, Verify, Evaluate and document HACCP prerequisites including: physical facilities, equipment sanitation, equipment construction and design, pest control, personnel hygiene and practices, ingredients water supply and, in the case of dairy farms, animal health and cleanliness.
- C.4 With Assistance conduct specialized mandated Haccp inspections involving Aseptic Processing in Grade A dairy plants and voluntary Haccp programs in Grade A dairy plants to ensure conformance with the PMO and IMS Grade A program.
- C.5 Examine and evaluate critical food safety control records including pasteurization and drug residue testing records in dairy plants, Aseptic processing, dairy product cooling records in relation to Grade A cultured products, and vacuum packaging records.
- C.6 For applicable assigned facilities, assist with and perform pasteurization system equipment checks, timing and sealing, and review pasteurization systems during inspections to ensure proper functioning of public health controls.
- C.7 Review, evaluate, verify and document other production records which contain food safety components as they relate to dairy plants such as Good Manufacturing Practices (GMP's) which include personal hygiene, water safety, employee training; Sanitation Standard Operating Procedures (SSOP's) which include written cleaning procedures, cleaning chemical usages, cleaning program efficacy; extended production runs and Clean In Place (CIP) or other equipment cleaning system records.
- C.8 Conduct reviews of and evaluates dairy production facilities' recall plans. Participate in mock recall exercises and conduct efficacy checks in collaboration with industry.
- C.9 Conduct farm inspections, including large or complex dairy farm operations. These include very large herd parlor operations, as well as full automated robotic milking operations or those with immersing complex technology. This includes proper drug labeling and use, animal health, milk and water cooling systems, and milk storage and transportation.
- C.10 Conduct reviews of and evaluates municipal water supply safety, well water supply safety, cross connection issues, and backflow/back siphon protection of water system supplies.
- C.11 Conduct quarterly PMO Appendix N drug residue monitoring at dairy plants, to ensure systems are in place and being used properly to protect milk from contamination from the presence of drugs.
- C.12 Prepare legible reports and communicate findings to customers in a timely, tactful and responsive manner using current technology (e.g., computer generated reports, electronic scheduling, e-mail, electronic file transfer, computerized record keeping, etc.)

**10% Goal D: Provision of consultation, education and training services to industry and the public regarding food safety concerns.**

- D.1 Assist others to provide outreach including on-site training during inspections, education, training and food safety information to operators and employees of food and dairy businesses based on inspectional observations, as well as to communities including consumers, school groups, associations, and other stakeholders.
- D.2 Participate in industry training programs in areas such as food safety, risk-based inspection, sanitation and facility requirements, food product labeling requirements, and participate in recall efficacy exercises.
- D.3 As part of a team, consult with facility owners and/or contractors during new construction or remodeling/expansion to assure the finished project meets standards as it relates to HACCP plans (e.g., process, flow, safety).
- D.4 Consult with local city-county health departments and other State agencies on rule interpretations and other food safety issues.
- D.5 Assist in providing training to local city-county health departments.
- D.6 Respond to inquiries from food businesses and consumers for food safety information.
- D.7 Promote food safety careers and provides food safety information as a representative of the Department at career fairs or related events.

- D.8 Consult and assist food business operators in evaluating the food safety risks of food manufacturing processes in assigned establishments. Inform and educate processors as needed about risks and proper prevention or intervention.
- D.9 Consult and assist dairy business operators in evaluating the food safety risks of dairy manufacturing processes in assigned establishments. Inform and educate processors as needed about risks and proper prevention or intervention. This includes drug residue follow-up consultations and investigations with Dairy Producers.

**5% Goal E: Investigate and respond to industry and consumer complaints, food emergencies and food borne illness outbreaks.**

- E.1 With guidance, investigate consumer and industry complaints identifying alleged violations involving adulteration, misbranding or other food safety concerns. This investigation involves contacting the complainant, gathering and analyzing relative facts involving the purchase or problem, collecting case supportive samples of the affected product and like non-affected product, conducting follow-up interviews with involved parties, and making a determination on whether a violation of Wisconsin food laws has occurred.
- E.2 As directed, respond to food emergencies such as fire, flood, natural disasters, industrial accidents, boil water advisories, transportation accidents, etc. This includes inspection of food and dairy manufacturing, handling, storage and transportation establishments, sampling of suspect product, evaluation of and final disposition of distressed food products, conducting environmental analysis, and taking appropriate on-site enforcement action when violations are identified.
- E.3 Work cooperatively with other local, state and federal agencies (e.g., Food & Drug Administration; WDHS – Epidemiology; WI Incident Command System, etc.) to investigate suspected or known food-borne illness outbreaks. Responsibilities include, but may not be limited to:
  - Surveying food handling practices conducted at food establishments
  - Sampling products that are suspected or implicated as involved in the outbreak
  - Evaluation of and disposition of affected food products
  - Conducting environmental analysis surrounding the food production facility
  - Ensuring proper recall activities have been implemented and are being followed through on; and
  - Taking appropriate on-site enforcement action when violations are identified.
- E.4 Work cooperatively with the regulated public and other local, state and federal agencies to conduct product recall efficiency checks and perform recall plan efficiency audits.

**10% Goal F: Completion of work planning, administrative communication and on-going professional development. (IMPACT: Assures food safety through the effective use of time, knowledge and equipment resources.)**

- F.1 Conduct data analysis of reports provided, to conduct risk assessments of establishments and organize work in a systematic and efficient manner using Division of Food Safety priorities as guidance to complete annual inspection requirements. This includes maintaining work records in a systematic and orderly manner, utilizing electronic calendaring or other technology.
- F.2 Prepare and maintain weekly/monthly activity reports indicating time spent on assignments, mileage, expenses, etc. using current technology (e.g., e-mail, electronic file transfer, computerized record keeping)
- F.3 Review literature to remain current with rapidly changing technology trends in industry, emerging pathogens, and regulatory updates.
- F.4 Attend training as assigned for professional and personal development.
- F.5 Respond promptly to communications from industry, public, other staff and management.

- F.6 As requested or assigned, participate on team projects to improve work procedures, processes , systems and policies to assist in the development or improvement of food safety inspectional systems, which assists the Division in meeting the Federal Food Inspection Program Standards.
- F.7 Implement and continually review the safety procedures to follow in each type of facility.

#### **KNOWLEDGE AND SKILLS REQUIRED**

- A. Working knowledge of the basic principles of food production, storage, handling, and distribution practices.
- B. Working knowledge of Haccp principles and risk based assessments, as used in relation to evaluation of safe food production systems.
- C. Some knowledge and understanding of food safety risks associated with seafood products and production methods.
- D. Some knowledge and understanding of food safety risks associated with juice products and production methods.
- E. Ability to effectively communicate both orally and in writing and the ability to work closely and cooperatively with others in order to discuss concerns and work toward solutions by listening, negotiating and problem solving.
- F. Working knowledge of state and federal food laws and regulations. Including but not limited to: Wisconsin Statutes, ss. Ch. 93, 97, 98 and 99; Chapters ATCP 55, 56, 57, 60, 70, 71, 75, 80, 82; HFS 196 (including the standards of codes of the National Sanitation Foundation (NSF) adopted by reference in HFS 196 on materials, constructions, design and installation of food equipment), NR 811 (on well construction and pump installation), Wis. Adm. Code; 21 CFR, Federal Food, Drug and Cosmetic Act, et. al.)
- G. Working knowledge of environmental and public health sanitation, including general food microbiology and Good Manufacturing Practices, as relates to safe food production, processing, handling and sale.
- H. Some knowledge of official inspection, sampling and reporting methods, techniques, and practices.
- I. Some knowledge of the investigative methods and procedures used to collect, document, and preserve evidence which can be admissible in a court of law.
- J. Some knowledge of cause, effect and procedure for investigating foodborne outbreaks.
- K. Working Knowledge of computers, automation, new communication and directional technology is needed to assist with assigned tasks.
- L. Ability to work independently on a daily basis including planning work, conducting inspections/investigations, assess conditions, apply policies/procedures and regulations, conduct follow-up inspections, prepare reports and communicate with industry and public.
- M. Ability to collaborate with peers, industry groups and public to strengthen food safety initiatives.

Employee in this classification enters into a planned career development program including on-the-job and formal classroom courses. After completing the training program, employee is required to satisfactorily complete the FDA ORAU Training Curriculum and FDA 150 and 151 Courses before reclassification to the Senior Level.

#### **Special Requirements:**

- 1) Employees in this classification will have a Wisconsin Registered Sanitarian license, a National Registered Environmental Health Specialist certification, a NEHA Certified Food Safety Professional Credential, or documentation of eligibility to be registered/credentialed.
- 2) This classification will have completed the training program for Food and Dairy Sanitarian and satisfactorily completed the FDA ORAU Training Curriculum.
- 3) A valid WI driver's license or the ability to provide one's own transportation for work purposes is required as a condition of employment. The employee will drive between inspection locations and may be required to spend time in overnight travel status (ability to stay overnight as needed 1 to 4 nights).

- 4) The ability to walk extensively, climb, and stand for long periods time.
- 5) Travel and outdoor work are required 12 months of the year. The employee will encounter inclement weather, temperature extremes.

#### **PERSONAL CONTACTS AND THEIR PURPOSE**

- A. This position requires continuous contact with owner/operators of food production, processing, storage and marketing establishments including but not limited to dairy plants, wholesale food processing plants, retail food establishments, food warehouses, dairy farms, bulk milk tankers, bulk milk weigher and samplers, and milk distributors. The purpose of these contacts is to evaluate the establishment for compliance with established regulations, evaluate the food safety risk, and take appropriate enforcement action.
- B. This position may encounter individuals who are resistant to authority or guidance requiring tactful communication to attain resolution. The incumbent strives to achieve voluntary compliance whenever possible, but must proceed with legal action when necessary.
- C. This position will meet with industry experts, U.S. Food and Drug officials, U.S. Department of Agriculture officials, local and county health officers, district attorneys and others in resolving problems of food safety and fair trade practices. The purpose of these contacts is to protect consumers from adulterated/misbranded food and fraudulent trade practices.
- D. This position requires contact with the public on a daily basis. The purpose of this contact is to answer questions, respond to complaints, provide education and promote food safety.

#### **DISCRETION AND ACCOUNTABILITY**

- A. Objectives and priorities of the work assignment are clearly defined by management, department policies and procedures based on state and federal law (Wisconsin Statutes, ss. Ch. 93, 97 and 98; Chapters ATCP 60, 70, 75, 80, 71, 82; HFS 196, NR 811, Wis. Adm. Code; 21 CFR, Federal Food, Drug and Cosmetic Act, et. al.) The employee has opportunities to participate on quality improvement teams and provide feedback to management regarding changes to department policies and procedures.
- B. Food and Dairy Sanitarians generally work alone and continually make decisions based on established rules, policies and procedures including but not limited to issuing licenses, suspending licenses, issuing holding orders and/or disposal orders, and scheduling/conducting reinspections. The employee has the discretion to take all enforcement action up to court proceedings with limited supervisory reference. The employee applies department priorities while setting their own schedule.
- C. Supervision is accomplished by reviewing weekly reports for accuracy and adherence to policy, phone and electronic mail contact, working with the employee and through the annual performance evaluation process. As a rule, the employee has limited direct supervision.
- D. Employees are accountable for all aspects of food safety evaluations in their assigned geographic area. An effort is made to eliminate duplication of inspection between other local, state and federal agencies.

#### **WORKING ENVIRONMENT/PHYSICAL DEMANDS**

- A. The employee, at times, will be in uncomfortable surroundings where the owner/operator will express their disapproval with the recommendations made. The employee must maintain a calm demeanor in this conflict environment and use common sense to leave the site if the conflict escalates. On rare occasions, employees have been threatened and physically accosted.
- B. The employee is exposed to numerous hazards on the job, including aggressive and/or diseased animals while performing their work assignments. These hazards are minimized by safety awareness training. Personal safety equipment including but not limited to bump hats, hearing protection, foot protection and eye protection are to be used as prescribed by Division of Food Safety policy. Safety precautions are necessary around live steam, hot water, chemicals, electrical circuitry, mechanical equipment, confined spaces and high elevations.